



July 2003

Helping DWS Better Help You

by Brad Maughan, Regional Director, Central Region

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State of Utah

Department of Workforce Services



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In this edition of your newsletter, I would like to begin by asking some questions, the objective of which, will later become clear.

1. Are the locations and sizes of Department of Workforce Services (DWS) employment centers important to your business when you have need for recruiting, testing, conferencing or other job matching requirements?
2. Is the strategic direction of DWS for serving employer customers of major significance to your business?
3. Is the availability and prioritization of training curricula for job seekers valuable to your company?
4. Is your business satisfied with the service received from DWS?
5. Would it make sense for DWS to enhance efforts in coordinating with public education, higher education, vocational rehabilitation, and human services?

Utah Code Title 35A, Section 2, Paragraph 101 establishes regional workforce services areas. As you probably know, the Central Region is one of the five regional workforce services areas in the state of Utah. Central Region is responsible for serving all employers and job seekers located in Salt Lake and Tooele Counties. Title 35A, Section 2, Paragraph 203, Subparagraph 10 establishes regional councils to oversee key business areas and advise in associated business processes for the workforce service areas. By statute, regional councils are comprised of thirty-three volunteer members. The

majority of voting members, sixteen, must come from the business sector. Thirteen members must come from education, public service, labor, County Government, community based organizations, veterans and vocational rehabilitation. There are four non-voting members representing human services, health services, education and I am the fourth non-voting member. Title 35A charges the regional councils with the following duties:

- "determine locations of employment centers..."
- "develop a regional workforce plan..."
- "develop training priorities..."
- "ensure that services are being delivered in accordance with...plan..."
- "address...apprenticeship training coordination;"
- "coordinate...with public education, higher education, vocational rehabilitation and human services;"

Now, if you have not already, let's connect the dots. Serving as a member of the Central Region Council on Workforce Services is a tremendous opportunity for key executives in the business sector to bring their knowledge and expertise to decision processes that will demonstrably impact the quality of our workforce. In addition, the regional councils constantly deal with issues and opportunities that significantly affect our community's welfare. So, if the five above questions are important to your business; you recognize the correlation to the governmental mandate; you see the necessity of a qualified workforce in

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Business Service Center Honors the South Salt Lake Police Department

By Shelly Burleson, DWS Business Consultant

May 2003 is Chamber-sponsored Police Appreciation Month. During this month, there were events throughout the country and the state honoring police officers living and deceased. (On average, there are 150 officers killed in the line of duty annually.) The South Salt Lake Chamber sponsored this event in conjunction with local area businesses. Shelly Burleson, Chamber Representative, in coordination with the Business Service Center (BSC) in Salt Lake City, participated in honoring the South Salt Lake Police Department on Thursday, May 15, 2003, from 9:00 a.m. to 11:00 a.m. at the 1385 South State Street, SLC, UT, Business Service Center facility.

Officers were invited and came in during the 2 hour time period to tour and receive an overview of the BSC as well as obtain information relating to other services that our Department offers. BSC staff members gave officers an overview of how the job orders were placed and how the on-line assistance works, as well as discussing many of our additional services with the officers.

After the tour, the officers enjoyed fresh bakery treats, ice cold bottled water, gift bags with more treats, and a handmade and hand stitched custom designed flag with a flyer outlining the significant details of the flag, specific to the South Salt Lake Police Department. Additionally, the officers were awarded a certificate of honor thanking them for their dedication of service. Members of the BSC Unit donated all items given out to the officers for this event.

A couple of the comments received by the officers relating to this event were as follows:

Detective Parkin, DARE Officer, called Shelly when he got back to the station and was looking at his flag and the saying. He said he was really moved at the time and effort put into this. Detective Parkin really appreciated our efforts and wanted to say thank you to the BSC.

Officer Paul Pratt, Evidence Room. Wanted to say thank you to all of the BSC! Officer Pratt thought this was an exceptional effort with so much personal attention and detail. He wanted us to know how much he and others appreciated everything we did for them.

Talking with the officers, I really felt they were sincere in their comments and they really did feel honored.

Thank you to all of the BSC Center Staff that participated and volunteered to assist in this worthwhile endeavor.

Helping DWS (cont. from page 1)

our area and if you would be excited to increase your community service; you may want to consider volunteering to serve on our regional council. By volunteering, you will commit to attend council meetings once each month for approximately two hours. In addition, depending on which committee or task force you choose, it could require an additional one to two hours each month. This is not much and can really make a difference.

We currently have five openings. Three that represent small business (less than 100 employees). One representing large business (100 or more employees). One opening for a representative from a public employee organization. Should membership be of interest, please contact Ms. Diane Lovell, Central Region Council Coordinator, by phone at 468-0095 or electronically at dianelovell@utah.gov.

Thank you.
Brad Maughan
Regional Director
Department of Workforce Services

Business Seminar Series

"It's Not Just About Sex Anymore"

By Kim Auberger, Business Services Manager

"It's Not Just About Sex Anymore" - Now - more than ever - employers must understand that there's far more to workplace harassment and discrimination than just sex. Is your organization prepared for this changing world? It seems as if, every day, the EEO and the courts expand the definition of harassment and discrimination. In this changing environment it's difficult to know - or understand what's allowed and what's not allowed at work.

On Wednesday, May 21st, Matthew M. Durham, member of the Litigation Section and Employment Law practice group at Stoel Rives, LLP presented information to over 250 local human resource representatives, supervisors and small business owners. The information covered the basics of sexual and other workplace harassment issues; what employers can do to identify behaviors that can contribute to a hostile work environment; provided steps employers can take to assist them in correcting harassment and other inappropriate conduct in the workplace, before it's too late; and, provided information to help Utah businesses successfully defend against potential claims of harassment.

The Salt Lake and Tooele Employer Committee sponsors a series of six seminars each year, to assist employers and business owners in addressing their human resource needs, and keeping their management teams abreast of the resources available to assist them in conducting day-to-day business.



The next seminar will be held on July 16th and will feature Mr. Baron A Rohbock, Hartman Communications. He will assist supervisors and managers in knowing **"The Why Behind the What"**. Come and learn how to dispel the mystery behind what truly motivates your employees, co-workers and customers. Do your leadership responsibilities leave you seeing Red? Feeling Blue? Turning Yellow? Waving a White Flag?

For more information about this or other Seminars, please contact the Business Services Center at (801) 468-0097, or visit our website at jobs.utah.gov

Maypower for Manpower

By Glen Quilter, DWS Business Consultant

Manpower and the Department of Labor have recently formed a national partnership. In honor of that partnership, May was declared Maypower for Manpower. Glen Quilter, Danny Schoenfeld, and Sherrill Chapman from the Business Services Unit have been privileged to meet with Robert Katz (CEO), Jason Peck, Darcy Blakemore, Susan Smith, Barbara Fryar, Tahnee Syndergaard and Carie Raddatz on three separate occasions to share our unique yet mutual perspectives and to educate one another. DWS provided a hands-on demonstration for our on-line services, specifically focusing on the how to list orders and how to search for qualified applicants. Manpower is very pleased and is actively using our on-line services.

We continue to work closely and have provided Manpower with the tools to ensure their under-

standing and successful use of DWS services. They have expressed an interest in jointly exploring innovative opportunities that benefit America's workers. Manpower has a strong sense of Corporate Social Responsibility and a commitment to workforce development. This will strengthen and further our mutual goals.

The purpose of the national partnership is to enhance the relationship between Manpower and state/local employment organizations. It also provides Manpower with another resource for applicants from the One-Stop locations, provides applicants with Manpower's expertise in HR Services and provides DWS with additional training opportunities for their clients. In addition, Manpower and DWS will share local and national labor market and economic information.

Students Get “Real” At Jordan School District

By J’Nel Wright, DWS Education Business Consultant

Part I. Students Challenged to Succeed in “Reality Town”

It was not a typical day on May 8 at **Joel P. Jensen Middle School**. “I can’t believe how much I am paying in child care,” said one student. “If I get a second job, I can keep the Lexus I bought,” said another. “My spouse needs to get out of the house and find a job,” said another eighth-grade student.

Some may wonder what students are being taught through Jordan School District. Not to worry, the curriculum is similar to other schools in the valley. However, for one day eighth-grade students get the opportunity to venture out into the “real world” by strolling through “Reality Town.”

Representatives from the Department of Workforce Services (DWS) Education Unit and members of the business community were invited to help Work-Based Learning Coordinators for the Jordan School District in hosting “Reality Town.” The Work-Based Learning Coordinators for Jordan School District have created an effective learning tool that provides students a “job” and a “family” and were challenged to succeed in the “adult world” with on one month’s income and expenses.

Each student received a career based on his or her grade point average. There were a large variety of jobs, ranging from Flight Attendant and Telemarketer to Lawyer and Cosmetologist. Taxes were figured into their total monthly income. Students were assigned a family consisting of one to three children and a spouse that, oftentimes, did not contribute much to the family income.

“This is a huge learning experience for these kids,” said Carolyn Chipman, Work-Based Learning Coordinator for Copper Hills and West Jordan areas.

There were 21 booths set up in the gymnasium. Students were required to visit each one in order to pay bills or acquire supplemental income to meet their expenses. During a two-hour time frame, students visited the bank, where they received a checkbook and a debit card along with their check register and income information. Then, students were required to visit a booth for paying property taxes, a transportation booth where they purchased a vehicle or a bus pass, a

As with real life in the “adult world”, students also visited a booth called, Life’s Unexpected Events where students are charged for things or events that are normally not figured into a budget.

car insurance booth, a donations booth, a communications booth where students purchased phones, internet service, big-screen televisions, DVD players, etc., hair and grooming, a grocery booth, a clothing booth, housing, utilities, a travel agency booth, entertainment booth, a booth for purchasing child care, medical care, dental care and health insurance. Students could also visit City Hall and the local jail, if necessary.

As with real life in the “adult world”, students also visited a booth called, Life’s Unexpected Events where students are charged for things or events that are normally not figured into a budget. “An example would be, your child breaks your neighbor’s window with a baseball and the student has to pay for the new window,” explained Chipman.

Another booth offering services to struggling students was the Supplemental Income booth, providing second jobs to those running short on meeting monthly expenses.

“If they (the students) take it seriously, it can help kids realize how much things cost,” said LouJean Wilson, a volunteer parent who helped with the event. “We could not have pulled off this event without the help of volunteers,” said Chipman. “We really appreciate all they did.”

Chipman pointed out that there were two major things that come out of an event like this. First, students realize how much it costs to live on their own and quickly learn the importance of making wise choices with money. Second, students learned the importance of earning good grades now and the effect those grades will have in realizing their long-term goals.

For more information on these, or other, work-based learning programs offering volunteer opportunities to employers, please contact J’Nel Wright at (801) 468-0102.

Students Get “Real” At Jordan School District

By J'Nel Wright, DWS Education Business Consultant

Part II. Vehicle Days Brings the Job to the Students

Another effective tool used by Work-Based Learning Coordinators in the Jordan School District offers students, from kindergarten to sixth-grade, an opportunity to see the vehicle that employers use and meet an employee of that company who talks about their job.

Approximately, twelve vehicles were parked at participating schools in the Alta and Jordan areas, including vehicles from **ACE Disposal, United Parcel Service, Sandy City Public Works, Sandy City Police and Motor Squad, Sandy City Fire Department, Sandy City Animal Control, Qwest Communications, United States Postal Service, Pacificorp** among others. Classes rotated every ten to fifteen minutes allowing students to learn about a number of different employers.

“We have found this type of setting to be much more effective in teaching students this age rather than relying on a lecture-type presentation,” said Pepper Poulsen, Work-Based Learning Coordinator for Alta and Jordan areas. “The students are really receptive to it.”



ACE Disposal staff explain their work to students from Altara Elementary School.

The Department of Workforce Services Education Unit is constantly focusing on ways to improve employer and education relationships and enjoyed participating in events like this.

“I think Vehicle Days is a great opportunity for students to learn about careers that they may want to pursue later in life,” said Tara Connolly, Education Liaison for the Department of Workforce Services. “Plus, this is a great way for employers to let those in the community become more aware of their function and their contribution to the community.”



UPS visit students at Altara Elementary School in Sandy

“It is important for employers to get involved in programs like this,” continued Connolly, “In order to develop a better and stronger workforce for the future, we need to start educating students today. Employer involvement helps to foster and develop students to become a more knowledgeable and prepared workforce.”

“Kids love it,” said Amy Lowe, Education Business Consultant for the Department of Workforce Services. “Students are much more receptive to being able to actually see a vehicle and listen to the employer talk about their jobs. This interaction between employer and student truly has a positive impact on both of them.”

For more information on these, or other, work-based learning programs offering volunteer opportunities to employers, please contact J'Nel Wright at (801) 468-0102.

News You Can Use

On the Job Training



On the Job Training (OJT) is a unique way for employers to obtain the skills desired in an employee and be reimbursed for up to 50 percent of his/her wages for providing the training. What a great opportunity to train an employee and get reimbursed at the same time.

The biggest benefit is obtaining a quality employee that you can train in the methods of your company.

DWS can save you time and money by providing assessments, counseling and testing to help get the right candidate for the job. In addition, DWS can screen applicants by using the criteria you provide, and refer potential employees to you for your final interview and selection.

The training period is based upon the potential employee's skills, knowledge and ability to perform the basic tasks needed for the position.

If you are interested in filling an opening with an OJT participant, call a DWS Employment Center near you. A business consultant will make an appointment to meet with you and explain the OJT program in greater detail. You can find a list of Employment Centers at <http://jobs.utah.gov/Regions/EC.asp> or you may contact Jolyn LeFevre, State Program Specialist, at 801-526-9746.

Employer Connection

Utah's Unemployment Insurance (UI) Division offers a wide range of convenient and secure on-line solutions for Utah employers. By registering online at jobs.utah.gov/ui/Employer.asp, employers gain free access to a number of user-friendly applications. In the first two months of the current quarter (April 1st – May 31st), 913 first time users registered with UI. Online program highlights include:

Internet Filing- This program gives employers the ability to file quarterly tax reports (Form 3) and wage reports (Form 3-H) over the Internet. Over 7,500 employers filed tax reports and over 7,100 filed wage reports in April and May.

Electronic Payment- This free and secure electronic service allows employers to make quarterly tax payment submissions to UI by using Electronic Funds Transfer (EFT). In April and May, over 1,500 employers used EFT to transmit payments.

E-wage Internet Submission- This software program is provided free to employers or payroll providers with any number of accounts. The software allows the user to manage the quarterly tax reports and wage reports from their personal computer. When authorized by the user, *E-Wage* is designed to upload payroll and/or tax data and transfer the information with minimal intervention to UI.

Account Management- This program allows employers the ability to check filing status of an account, close an account, or change an account address.

Domestic Employer's Annual Report- This service allows domestic-only employers to submit wage/tax information to UI via the Internet. These domestic employers can also use EFT to make payment submissions. In the first quarter of 2003, over 500 domestic-only employers used this program.

Other- New services include leasing company client registration and closure and New Hire registration and submission.

UI welcomes employer input regarding these and other UI tax services. Please contact us at (801) 526-9400 or at jobs.utah.gov/ui/Employer.asp using the feedback form.



Utah's Workforce Summit

• For Employers • Job Seekers • Youth

Circle your calendar for **Thursday, September 25, 2003**, because the Department of Workforce Services (DWS), "Utah's Job Connection," is breaking the old mold and creating a day-long event to serve a much larger segment of the workforce than in the past. This year's new Workforce Summit will target three key segments of the workforce: employers, job seekers and youth ages 14 to 21. This unprecedented event will be held at the Salt Lake Community College, West Jordan Campus.

The Department has partnered with several public and private sponsors to provide the attendees with information and innovative solutions that can be put to practical use immediately. Appropriate to its purpose, the theme is branded "Roads to Success" and it will be prosperous for all that attend. Here's a sneak preview of what to expect:

"Road to Profit" for Employers

7:00 a.m. to noon

Cam Marston, nationally known speaker on "Workplace Demographics and Generational Differences" will give an entertaining and informative presentation to help management learn what best motivates the different generations: the Matures, the Boomers, the X-ers and the Y-ers.

The balance of the morning will offer workshops such as Employment Law, Work/Life Issues, Eco-

nomie Outlook, Cultural Integration in the Workplace, Drug Testing and much more. Call DWS at 801-468-0097 to register, or visit the Internet at jobs.utah.gov for more information.

"Road to Work" for Job Seekers

12:30 p.m. to 3:30 p.m.

Learn how to be more effective in your job search, what jobs are in demand, what training and skills are required for particular jobs, and how to find them. This will be a great resource for those wanting to enter the workforce. Representatives will be present to give you hands-on assistance, and a special guest speaker will leave you with motivation and confidence that is critical to your success.

"Road to the Future" for Youth (ages 14-21)

4:00 p.m. to 7:00 p.m.

Parents, you're invited too! This session is an open forum, jam packed with resources to assist youth in planning for their future. Scenarios will include setting up a budget, learning what it costs to live in the real world, exploring different careers, including non-traditional jobs for women. Youth will leave with great ideas for their future, especially after a peer speaker will present how she is making her dreams come true.

More information will become available on the Internet at jobs.utah.gov

FREE

Discover the gold mine of economic information waiting for you on our Web site.

<http://jobs.utah.gov/wi>

Click on "Business Information" link

- statewide, county level, local community level economic information for Utah
- wage data - statewide and in sub-state areas; entry level, average, median and middle range statistics
- employment cost index/consumer price index
- NAICS industry fact sheets
- income - personal and per capita; median household
- list of Utah firms by industry/area: *FirmFind*

- complete labor market information publications, including: *TrendLines*, *Utah Wage Trends*, each county's quarterly newsletter, *Annual Report of Labor Market Information*
- links to lots of other sites - other states' Labor Market Information; U.S. Department of Labor, State Tax Commission; Census Bureau; Governor's Office of Demographic and Economic Analysis; U of U Bureau of Economic and Business Research

Download, print or just explore a wealth of information to help you make smart business decisions.

FREE SEMINAR

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Lori Giovannoni



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STREET SMARTS MARKETING AND PROMOTIONS

Powerful Strategies to Position Your Company and Improve Your Bottom Line

LIFE IS A PITCH

Presentation Skills for Professionals to increase your ability to communicate with groups from 1 to 1,000

Thursday July 17th, 9:00 A.M. - 12:30 P.M.

at the SALT LAKE COMMUNITY COLLEGE—MILLER CAMPUS: BUILDING 2, KGMC 9750 SOUTH 300 WEST,

Market your Business, Increase your Client Base, Close more Sales, Promote your Company

To register go to www.turningpointpresents.com 801.466.3630

Events Calendar

Contact Numbers

Employer Seminars and Events

July:

- 4th – Independence Day Holiday – DWS Offices Closed
- 16th – The Why Behind the What – Seminar
Sponsored by Broken Arrow
Little America Hotel, 500 S Main St, SLC Utah
- 24th – Pioneer Day Holiday – DWS Offices Closed

August:

- 6th – Salt Lake & Tooele Employer Committee Meeting
- 13th – Better Your Business Workshop –
Unemployment Insurance

September:

- 1st – Labor Day Holiday – DWS Offices Closed
- 17th – Employment Law Update – Seminar
Sponsored by Alliant Techsystems
Little America Hotel, 500 S Main St, SLC Utah
- 25th – Workforce Summit (Employer Conference) –
Salt Lake Community College - West Jordan Campus

Business Services Center:	801-468-0097
Child Care Outreach:	801-526-4342
Contributions:	801-526-9235
Labor Market Info:	801-526-9340
New Hire Reporting:	801-526-4361
Rapid Response:	801-526-4312
UI Benefit/Tax Info.:	800-222-2857
DOL Wage/Hour Div.:	801-524-5706
Utah Labor Commission:	801-530-6801
Workforce Council:	801-468-0095
WOTC Tax Credit:	801-526-9484

Business Consultants:

Connie Carter, <i>Midvale EC</i>	801-567-3940
Sherrill Chapman, <i>Downtown EC</i>	801-524-9272
Shelly Burleson, <i>Metro EC</i>	801-536-7173
Karen Curinga, <i>South County EC</i>	801-269-4762
Carol Goode, <i>Tooele, WVC EC</i>	801-840-4437